

# SIPOC System Map w/ Feedback Loops

Document Control # 10091

SUPPORT FOR (AGENCY): DFR

FOCUS AREA: DFR Local Office Administration

FEEDBACK LOOPS:

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<u>Suppliers</u>	<u>Inputs</u>	<u>Processes/Functions</u>	<u>Outputs</u>	<u>Customers</u>
Caseworkers Central Office	Requests for Information and/or Reports Contract Proposals	<u>Primary :</u>  HR Management Hiring, Discipline, Performance Appraisals, Time Off Requests, Monitoring Staff Time, Payroll, Staff Development, Attend Meetings and Trainings, Maintaining Resource Tools (e.g. Admin Letters, Policy Manual, etc.) Facility Management Housekeeping, open/shut office each day, office coverage, reception duties/switchboard, premises security, groundskeeping contracts, building management/maintenance contracts, equipment service agreements, ordering forms / supplies / furniture / equipment	Secure Workplace Secure Data  Knowledgeable and Productive Staff Adequate Staffing Levels	Taxpayers Clients
Other Agencies in Community Vendors	Policy Information Training Events			Local Staff—DFR and DCS Community Partners
DFR Office Staff DCS Office Staff	HR List of New Worker Candidates Budget	Local Office Legal Services Contracts (administrative & provider), Trusts	Adequate Supplies/Resources Contracts Compliance with Central Office Requirements	Central Office Vendors
Federal Government	Phone Calls			

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Media		Public relations & information (e.g., participating in Community Activities)	Completed Reports	
Clients		Ongoing continual improvement through Quality Complete reports (e.g., Thornton Report, ad-hoc reports)	Community Partnerships	
		Federal and state IT & Network Services PC support, telecommunications services, maintain asset control, security and confidentiality paperwork Network support, ICES & other system access	Office Efficiency	
		Confidentiality Physical and systematic, HIPAA provisions IRS data exchange initial match IRS data exchange resulting action		
		IMPACT Contract Review and Selection (employment & training)		
		Process Mail (inbound & outbound)	Completed by:	Joan Cartwright